



GRAND TRAVERSE COUNTY, MI
SENIOR CENTER NETWORK MANAGER JOB DESCRIPTION

Title	Senior Center Network Manager
<p>GENERAL SUMMARY</p> <p>Under the general supervision of the Parks and Recreation Director and Commission, the primary functions of the job are to plan, develop, administer, and evaluate services for a multi-purpose, year-round network of senior center programs, and supervise professional and support paid staff and volunteers. Must meet minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations. Position may require some irregular hours and on-call work in an emergency. May require travel by the employee using the employee's own vehicle.</p>	
<p>PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)</p> <ul style="list-style-type: none">• Direct, manage, administer, monitor, and oversee all operations and activities of the Senior Center Network in a manner that conforms to County's mission, goals, and objectives. Participate in work of subordinate employees, as necessary. Ensure smooth, harmonious, and successful Network operations.• Supervise all Network staff either directly, or indirectly through subordinate supervisors, including interviewing and selecting job applicants, training, overseeing work, participating in disciplinary decisions and actions, and establishing and evaluating appropriate performance standards in accordance with County objectives.• Develop strategic plans. Evaluate operations and functions, business plans, and strategic initiatives; generate ideas and plans for improvements; develop and implement new procedures and policies; assess staffing needs; analyze financial and operations data, and related activities.• Prepare annual Senior Center Network budget; review financial reports to ensure adherence to budget; prepare budget adjustments; review and authorize accounts payable/receivable activities; manage assigned accounts and funds. Perform other financial functions and responsibilities specific to the department, which may include fundraising, seeking additional funding methods, payroll, applying for and managing grants.• Secure funding for services (which includes community millage funds), sponsors for events/activities, grants, service awards, building rentals, service fees, etc.• Manage building maintenance in cooperation with lessor/landlord. Anticipate needs and report safety hazards, maintenance needs, parking lot needs, etc.• Direct and manage community/public relations activities, representing Network to the public. Oversee or initiate development of press releases, website content, newsletters, marketing plans, promotional materials, annual and periodic reports, etc. Participate in community events and support partnerships; serve on community boards, committees, groups; speak at events and local meetings.• Provide comprehensive customer service, including delivery of accurate, prompt, and courteous assistance with complex policies, guidelines, and standard practices to internal and external customers, both verbally and in writing. Investigate and resolve all complaints and concerns.• Manage vendor and contractor agreements. Develop requests for proposal/price packages, select vendors/contracts, specify agreement terms, provide direction to and oversee/evaluate the work of vendors/contractors.• Respond to requests for information and provide subject-matter-expert guidance to other departments, citizens, general public, and/or outside agencies.• Collaborate with County leadership, other County departments, and representatives of other jurisdictions and agencies to establish and maintain optimal operations and appropriate services.• Ensure compliance with statutory responsibilities and directives; evaluate and communicate impact of potential legal or regulatory changes on Network and County. Ensure that Network activities, procedures, and outcomes are consistent with industry standards and best practices.• Ensure senior center programs are relevant, on trend, and meet Grand Traverse County seniors' needs.	



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- Conduct and oversee variety of special projects, including research, data analysis, and reporting related to Network's function or mission.
- May perform other support staff functions, as requested.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Bachelor's degree or equivalent in gerontology, recreation administration, social work, health administration, or related field.
- Three years progressively responsible for managing a senior service-related business, organization, or agency.
- Two years of supervisory experience at a senior service-related business, organization or agency.
- Experience developing and implementing senior services programs.

CERTIFICATIONS, LICENSES (minimum requirements)

Depending on area of assignment, some positions may require:

- CPR certification
- Valid driver's license and personal vehicle insurance; must maintain eligibility to drive per County's "Vehicle Policy"

DISTINGUISHING CHARACTERISTICS

- Work involves developing new guidelines and techniques, establishing criteria, and developing new information when guidelines are absent. Considerable independent judgment, personal discretion, and resourcefulness are required to interpret circumstances, and make decisions regarding major areas when there is uncertainty in approach, methodology, and interpretation. Errors at this level could lead to extraordinary costs, major litigation, destruction of property, loss of funding, or failure of the agency to accomplish its mission, and may require County executive intervention to resolve.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work primarily performed in office environment with some off-site participation, including outdoor activity and travel to other locations.
- May be required to reach with hands and arms, sit, stand, talk, hear, use hands to finger, handle, or feel.
- May be required to stoop, kneel, crouch, or crawl, and travel to other locations.
- May be required to lift/move up to 50 pounds (such as a box of paper, banquet tables and chairs).

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Advanced proficiency in English grammar, spelling, and punctuation, both verbal and written.
- Advanced knowledge of relevant federal, state and local legislation, regulations, and ordinances.
- Advanced knowledge of specific procedures, policies, practices, and fields of knowledge and ability to draft them, when necessary.
- Knowledge of governmental accounting, budgeting, financial management, and procurement. Thorough knowledge of County functions, County organization, and the Network's role and relationships with other agencies/jurisdictions.
- Knowledge and ability to use technology to prepare reports, maintain records, search for and compile data.



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- Skill operating modern office equipment, such as personal computer, copier, scanner, and VOIP telephone system.
- Skill using personal computer software, such as Microsoft Office Suite, Google documents, Google calendar, and databases.
- Skill using a variety of social media platforms that promote virtual learning and connection experiences.
- Advanced interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, coworkers, seniors, and representatives of other agencies.
- Knowledge of supervisory and employee management principles.
- Skill in assigning, prioritizing, monitoring, and reviewing work assignments.
- Skill in crisis management, including critical incidents.
- Ability to lead with vision and demonstrate strong leadership qualities.
- Ability to appropriately and effectively represent County during community events and activities in support of positive public relations initiatives; ability to develop community liaisons and partnerships.
- Ability to persuade others to reach concurrence or to resolve problems and gain cooperation.
- Ability to interpret and explain, in layman's terms, complex policies, processes, regulations, and applicable laws.
- Ability to consistently demonstrate sound ethics and judgment.
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity.
- Ability to facilitate effective and efficient meetings.
- Ability to accurately organize and maintain paper documents and electronic files.
- Ability to maintain confidentiality of information and maintain professional boundaries.
- Ability to use County resources effectively and efficiently.
- Ability to critically assess situations and solve problems and work effectively under stress, and under deadlines; ability to be flexible and change work priorities accordingly.
- Ability to participate in recreation activities and programs.
- Ability to work outside normal business hours, when necessary.